Assistant and Associate Information Systems Analyst

Agency Code: 7500 - Exam Code: 9PB30

This multi-level examination is for:

Class Code: 1479 ASSISTANT INFORMATION SYSTEMS ANALYST
Class Code: 1470 ASSOCIATE INFORMATION SYSTEMS ANALYST

Department(s):	**State Personnel Board/Statewide**
Opening Date:	**1/6/2010 8:30:00 AM**
Final File Date:	**Continuous**
Type of Examination:	**SERVICEWIDE OPEN**
Salary:	**MONTHLY-RANGED-SALARY - $3,106.00 to $5,897.00**
Tenure/Time-base:	**Permanent Full-time** **Permanent Part-time** **Permanent Intermittent** **Limited Term Full-time** **Limited Term Part-Time** **Limited Term Intermittent**
Exam Type:	**State-wide**

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for **six (6)** months. All applicants must meet the

education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Final File Date: Continuous

Where to Apply: Click on the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements please call:

State Personnel Board
Examination and Selection Services Section
1-866-844-8671

Telecommunications Device for the Deaf (TTY) (916) 654-6336, or via California Relay (Telephone) Service for the deal or hearing impaired: From TTY phones: 1(800) 735-2929, for voice phones: 1(800) 735-2922.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the State Personnel Board for use by other State departments.   The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Once you have taken the Training and Experience Questionnaire, you may not retake it for 6 (six) months.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

MINIMUM QUALIFICATIONS

ALL LEVELS:

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

ASSISTANT INFORMATION SYSTEMS ANALYST

EITHER I
One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range C), a Computer Operator (Range C), or a Programmer I (Range B).

OR II
One year of progressively responsible analytical experience in performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks, including independent analysis in one ormore of these areas.

OR III
Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12

semester or 18 quarter units are comprised of information technology-related coursework.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

EITHER I

One year of experience in the California state service performing duties comparable to an Assistant Information Systems Analyst (Range C); Programmer II; Information Systems Technician Specialist II; Information Systems Technician Supervisor II; Computer Operations Specialist II; or Computer Operations Supervisor II.

OR II

Eighteen months of progressively responsible analytical experience in performing a variety of information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. At least one year of this experience must include completion of analytical studies for the support, development, installation, implementation, or procurement of information technology systems.

OR III

Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment).

POSITION DESCRIPTION

ASSISTANT INFORMATION SYSTEMS ANALYST

This is the entry and first journey level. Positions may be permanently allocated to this class when the major portion of tasks performed do not include the more responsible, varied, and difficult analytical assignments found in the full journeyperson level. Under supervision, incumbents perform work of average difficulty in analytical studies for the support, development, installation, implementation, or procurement of information technology systems, and teleprocessing networks and/or systems.

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

This is the full journey level. Under general supervision, incumbents perform a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or act as project leader on information technology system studies, and/or participate with other analysts on information technology systems studies of complex nature or broad scope.

EXAMINATION INFORMATION

Training and Experience Questionnaire – Weighted 100.00%

The examination will consist of a Training and Experience Questionnaire which is the sole component of the Assistant and Associate Information Analyst examination(s). To obtain a position on the eligible list, a minimum score of 70% must be attained for each level of the examination. Competitors will receive his/her score immediately upon completion of the Training and Experience Questionnaire.

Click here for a preview of the exam questions.

KNOWLEDGE AND ABILITIES

Knowledge:

- Knowledge of various operating systems of a personal computer (PC).
- Knowledge of personal computer troubleshooting techniques.
- Knowledge of word processing software (e.g., Word, Word Perfect).
- Knowledge of spreadsheet software (e.g., Excel, Lotus).
- Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
- Knowledge of customer service and customer support principles in an Information Technology (IT) environment.
- Knowledge of basic personal computer/client workstation applications and operating system software.
- Knowledge of general computer architecture (CPU, memory allocation, peripheral devices, I/O, etc.).
- Knowledge of basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
- Knowledge of problem-solving techniques and processes.
- Knowledge of basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices above

Abilities:

- Ability to interpret and analyze numerical data accurately.
- Ability to determine the accuracy of various mathematical calculations.
- Ability to identify problems, including cause and effect to ensure problems are properly addressed.
- Ability to identify solutions to various Information Technology (IT) environment related problems.
- Ability to analyze and evaluate data and information to formulate conclusions and courses of action.
- Ability to provide technical assistance to individuals to resolve issues and/or problems.
- Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Ability to analyze and evaluate situations to determine appropriate courses of action.
- Ability to adapt to changes in priorities, work assignments, and other interactions.
- Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
- Ability to work on multiple projects and/or assignments simultaneously.
- Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- Ability to adhere to established polices and procedures.
- Ability to work cooperatively and productively as a member of a team to achieve a common goal.
- Ability to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
- Ability to establish and maintain effective working relationships with others.
- Ability to interact with and relate effectively to individuals at all levels of an organization.
- Ability to listen to others to facilitate an open exchange of ideas and provide for effective communication.
- Ability to collaborate with others on project issues and status.
- Ability to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
- Ability to orally communicate information effectively and accurately.
- Ability to provide technical and descriptive documentation.
- Ability to read and interpret charts, diagrams, and graphs.

Additional knowledge and abilities for the Associate level

Knowledge:

- Knowledge of operating systems, applications, networking components and their interrelationships.
- Knowledge of basic principles of Information Technology (IT), including its, current trends, methods, and practices.

Abilities:

- Ability to integrate new information with existing knowledge to formulate conclusions.
- Ability to work independently on projects or assignments without close supervision or detailed instructions.

VETERANS' PREFERENCE POINTS

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credits.

CAREER CREDITS

Career Credits will not be added to the final score of this examination, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this announcement, please contact an SPB Representative at the State Personnel Board,

Examination Services Unit
801 Capitol Mall, Sacramento, CA 95814
(866) 844-8671,TDD (916) 654-6336.

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922.
TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. You performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The testing department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity,

initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways:1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. **NOTE: For peace officer classifications please refer to the testing department for special requirements.**

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

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TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Questionnaire. At the end of the Training and Experience Questionnaire, it will be instantly scored.

[Click here to go to the Training and Experience Questionnaire for Assistant and Associate Information Systems Analyst Series.](#)